

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

July 20, 2000
Rural Metro Fire Department
Scottsdale, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson
*Dan Schultz, Apache Junction
*Naoma Sloan, Avondale
*Velma Washington, Buckeye
*Jim Malinski, Chandler
*Gloria Jones, El Mirage
Janet Laird, Gilbert
Sheila Pattee, Glendale
Chris Nadeau, Goodyear
Joe Noce, Mesa
Jean Maiocco, Maricopa County
Bruce Barrows, Paradise Valley
*Viola Bent, Peoria
Jim Wortham, Phoenix

*Curtis Thomas, Salt River Pima-Maricopa
Indian Community
Gail Denney, Scottsdale
*Ken Blume, Surprise
*Jeff Walter, Tolleson
Ruben Madrid, Wickenburg
*+Carol McLeod, ASU
+Barbara Jaeger, ADOA
*+Fred Christley, Capitol Police
*+Debbie Henry, DPS
*+Mark Bach, Ft. McDowell Indian Community
+Nicholas Dmytrus, Luke AFB
*+Harry Beck, Phoenix Fire
*+Joe Gibson, Rural Metro/Southwest
Ambulance

* Those members neither present nor represented by proxy.
+ Ex-Officio member.

OTHERS PRESENT

Mike Mahoney, Phoenix
Mary Dysinger-Franklin, Phoenix
Penelope Meyers, Qwest
Gus Meyers, Qwest
Carol Campbell, Phoenix
Rocky Rockhold, Qwest
Larry Poe, Qwest
Bill Rodriguez, Qwest
Jan Meredith, MCSO

Deborah Smoot, MCSO
Donna Nabower, Maricopa County
Linda Sorensen, Qwest
Lisa Sheridan, Qwest
Mary Leonard, Phoenix
Jack Greene, Qwest
Manny Esquer, Qwest
Tom Klein, Qwest
Tim Tomey, Qwest

Jim McCarthy, MCSO

1. Call to Order

The meeting was called to order by Susan MacFarlane, chairperson, at 9:06 a.m.

2. Approval of the May 25, 2000 PSAP Managers Meeting Minutes

Jean Maiocco moved, Joe Noce seconded, and it was unanimously carried to approve the May 25, 2000 PSAP Manager's meeting minutes.

3. Presentation on Maricopa County Sheriff's Office Animal Cruelty Program

Deb Smoot, Director of the Maricopa County Sheriff's Office Animal Cruelty Program and her team provided information on their program. They explained what constitutes animal cruelty and how animal cruelty is linked to child abuse and domestic violence. They advised how they were available to help dispatchers and officers in preserving evidence in order to prosecute. They ask that anyone needing help call them at (602) 256-1681 and not call MCSO dispatch. They are on duty Monday through Friday, 7 am to 4 pm. The phone does have voice mail for after hours.

4. ALI Audit Trail Report

Penelope Meyers, Qwest, advised that the ALI Audit Trail Reports that are mailed to the PSAP manager on a monthly basis is an overview on the type of calls received at your PSAP. She explained that the ALI Retrievals represented how many times the ALI database was queried. If the same number queried the database within five minutes it is not counted in the base calls.

Penelope also explained the three different instances that a PSAP will get NO ANI. The first is an anonymous call that shows up as 911-0000. There is nothing that can be done to fix these. They are usually misdials. This type of failure has increased some since the 911 tandem upgrade and the PSAPs have gone from the 4 digit routing number to a seven digit dialable number. The next is an ESCO failure. There are several reasons this can happen. There are a few party lines still in use and if they call 911 their phone number is unable to be identified. Most are caused by a failure on the ES trunk or in the end office. Sometimes the failure can occur in the tandem due to an MF receiver problem. Every trunk group has a three-digit number to identify it. If the selective router can't decode the ANI for any reason it will deliver 911-0XXX to the PSAP. The XXX is the three-digit number. These numbers should be noted and if the same number is excessive it should be reported to Qwest repair. A seizure with no ANI is the third type. This is caused by some signaling function at the tandem or a problem with an EM trunk. This shows up at the PSAP as 000-0000. If the report shows a high percentage of this type of failure it should be referred to Qwest repair.

Penelope reminded everyone without 911 Net Silver that it is available to the PSAP free of charge. This is a management system that allows the PSAP to report errors, fix errors, and update MSAGs electronically. It also gives you a real time view of the MSAG. The hard copy MSAG is sometimes three to four months old. The newest update to 911 Net is the addition of reports. She also mentioned that it is now available on the Internet. If you are already a 911 Net dial up user and want to switch to the Internet call Penelope for Cynthia Villarreal's number. If you don't have 911 Net call Penelope to set up your account. Penelope's number is 480 945-8132.

5. Qwest Customer Service Report

Rocky Rockhold, Qwest, reported that at about 12:30 in the afternoon on June 13 a contractor cut a fiber to the Sunrise Central Office (near arrowhead mall). The cut essentially isolated the central office. The 911 repair office contacted Peoria Police who then sent an officer to the Walgreen's in that area. Repair then rerouted all the 911 calls from that central office to the officer at the Walgreen's who was then able to contact Peoria dispatch by radio. This setup was accomplished within 27 minutes. He mentioned that the Condition 4 Routing table for this CO is actually set up for a fast busy. Service to the area was restored by 4:51 am.

Jean mentioned that Penelope has a list of Condition 4 routing for all the central offices. Jean stated that for MCSO she took it a step further and made up a detailed list similar to an emergency evacuation plan - of who to call and what to do for each of the CO's in her jurisdiction. She has made it available out in the communication center for when she is not there to assist.

Rocky explained the reason some people in this area did not have dial tone. He said that along with the fiber that was cut to the central office there is fiber connections to the controlled environmental vaults. Some of the citizens south of the sunrise central office are served out of the controlled environmental vaults and therefore where without dial tone. He mentioned though that the majority of the people out of that central office did have dial tone.

Penelope will provide us with her spreadsheet of the condition 4 routing that has been negotiated with each of the PSAPs. (See attached) Rocky will provide a list of the central offices and the central offices that are associated with them that could be affected in case of problems such as the Sunrise isolation. (See attached). He will also provide the escalation contact list for repairs. (See attached)

6. Qwest Maintenance Report

Rocky Rockhold, Qwest, mentioned that Bernie Ramirez, manager of the 911 technicians, has moved on to another job. He introduced Bill Rodriguez who has taken Bernie's place. Bill is manager over the 911 and tier two technical support for the entire state of Arizona. Bill introduced Tim Tomey from Tucson who is presently acting supervisor for the Phoenix area. He also introduced Tom Klein who will replace Tim in the near future.

Jack Greene, Qwest, discussed a problem that occurred over the weekend at Phoenix Police.

Susan MacFarlane asked if the batteries are being checked on a regular basis. Jack advised they have a team of two technicians, Manny and Francisco, who are testing all the UPSs and replacing batteries or the UPS when necessary. Susan asked if there was a schedule of when these are taking place. Jack stated he did not know the schedule but they would advise what they were doing when they were at your location. Jean asked about MCSO's batteries and was told that the team has checked MCSO and there were two cells leaking and that the batteries have been cleaned and replaced.

7. ADOA Report

Barbara Jaeger, ADOA, stated she has received numerous calls from On Star. They have requested access to the 911 centers for when they need to transfer a 0-operator call. She gave them the 10-digit non-emergency phone number to each of the PSAPs.

Barbara mentioned that the FY2001 budget are delayed another week due to a program error. She stated that the budget exceeds 19 million and the revenue generated is only 9-10 million. Seventy percent of the surplus will be used this budget year. She has 2 million allocated for SS7 for the state. She has asked for pricing for statewide Phase I implementation from Qwest. The pricing came back as 24 million for a 5-year contract. At this time unless there is a legislative funding change there is not enough money to cover wireless Phase I implementation.

Qwest has agreed to provide Reverse 911 lookups for the state. She has asked Qwest for pricing associated with modifications at several of the PSAPs to provide this service. In order to charge for this service the tariff would need to be changed. Eventually this may happen and we could be charged.

8. MSAG Information Report

Donna Nabower, MCSO, stated the errors are at about 1000 this month and asked everyone to keep sending in the ledgers.

Next meeting was scheduled for Thursday, September 21, 2000 at 9:00 a.m. The meeting will be held at:

**Gilbert Police Department
1025 S Gilbert Rd
Gilbert, AZ 85296**

The meeting was adjourned at 11:39 a.m.